

Statutory Gender Pay Gap Report

April 2023

CEO Statement

2022 has been a transformational year for Pro Global and at the heart of that is our people.

From the 2022 extract of data, I am pleased to note that our gender pay gap in the UK continues to close both for both mean gender pay and mean bonus pay. The median gap is closing at an even more impressive rate but we know that we need to do even more.

Pro's leadership continued to focus on actions targeted at the investment in our people and our future.

We have taken a number of actions following the launch last year of our Belonging Strategy, including the development and rollout of our Insurance Services career framework, the introduction of hybrid working arrangements and the launch of the Pro management training level 3 apprenticeship, of whom 54% of learners are female. As well as developing our internal talent, we have also recruited some new senior female talent, who bring with them a wealth of experience and fresh perspectives.

Communication and education are all key in raising awareness both for our people and the wider community alike to ensure Pro appeals to all and enables everyone to bring their best to work. We are pursuing these aims through our Diversity and Inclusion and Social and Community agendas.

Our actions for 2023 include the launch of mental health first aiders, inclusion allies and a complete review of our family friendly policies to ensure we are attracting and retaining the best talent.

Our end goal is to ensure greater diversity in our workforce and an inclusive culture which attracts, retains and supports the best talent from all genders and backgrounds - all of which will positively influence how we thrive as a business and deliver excellence to our customers and business partners.

I confirm the gender pay gap data in this report is accurate.

Steve Lewis, CEO

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What is the Gender Pay Gap?

The gender pay gap measures the difference between the average hourly pay of our male and female employees in the UK, irrespective of their role or seniority. This is not the same as equal pay. We are committed to providing equal opportunities for all employees across all levels of Pro regardless of their gender.

Definitions

The **Mean** pay gap is the difference between the average hourly pay rate for male employees and the average hourly pay rate for female employees, calculated as a percentage of the average male hourly pay rate.

If A is the Male Mean and B is the Female Mean, then the Mean Pay Gap = $(A-B)/A \times 100$

The **Median** pay gap is the difference between the midpoint male hourly pay rate and the female hourly pay rate, calculated as a percentage of the male value.

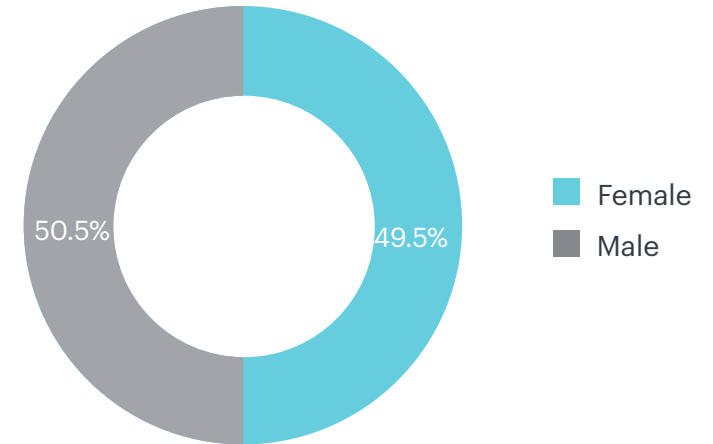
If A is the Male Median and B is the Female Median, then Median Gender Pay Gap = $(A-B)/A \times 100$.

What is the data telling us?

Despite Pro having an almost equal number of male and female employees in the UK in 2022, our gender pay gap data indicates that there remains a difference in the average hourly and bonus pay received by our male and female employees. This is largely driven by the higher proportion of male employees in leadership roles. However, we are continuing to see a positive annual decrease in the scores for both these areas, demonstrating that the gap between the hourly pay and bonus paid to men and women is narrowing.

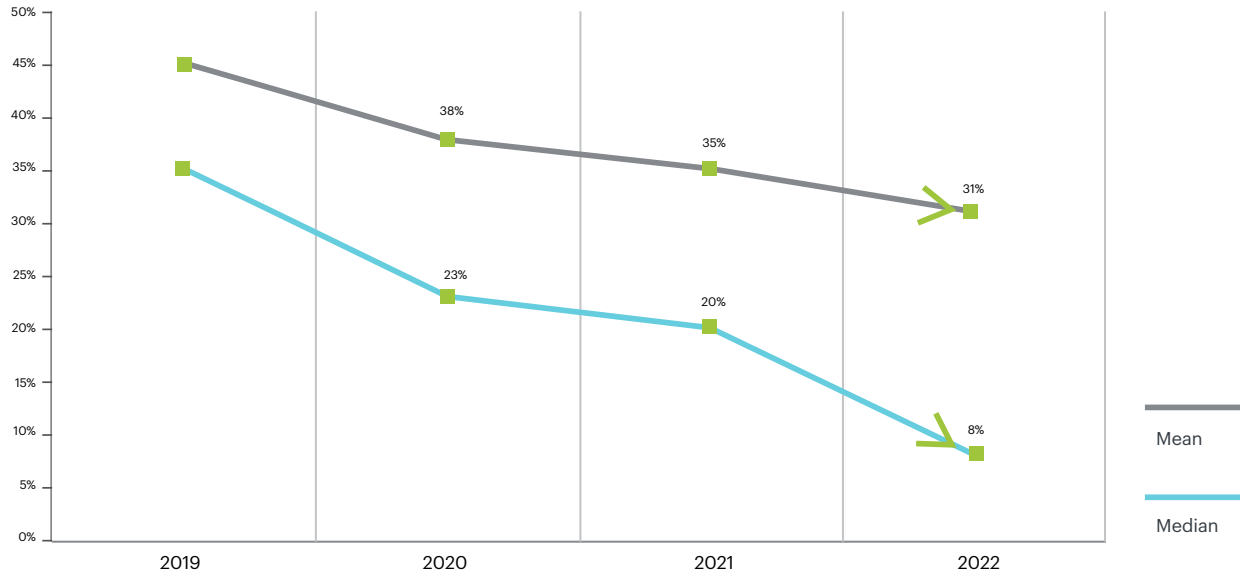
Our mean pay gap has decreased from 35% to 31% in 2022 and we have seen an even greater improvement in the median pay gap score, decreasing from 20% in 2021 to 8% in 2022.

**Gender split of Pro Global employees
(as of 5th April 2022)**

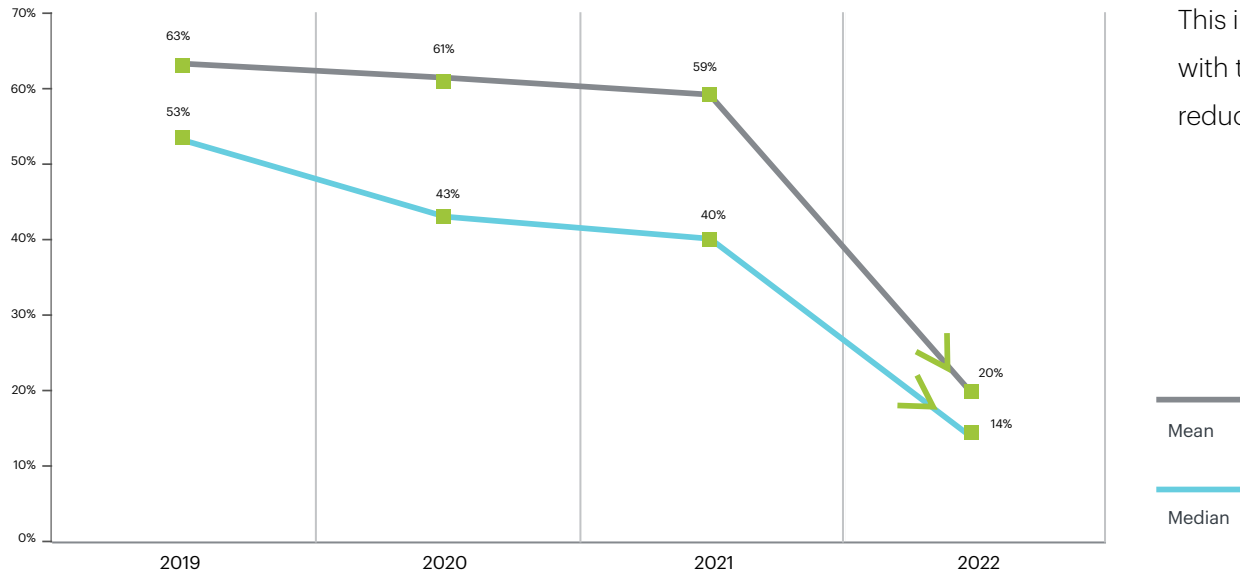


	Mean				Median			
	2022	2021	2020	2019	2022	2021	2020	2019
Gender Pay Gap Based on hourly pay rates as at 5th April each year	31%	35%	38%	45%	8%	20%	23%	35%
Bonus Pay Gap Based on total bonus amount paid between 5th April and 6th April the preceding year	20%	59%	61%	63%	14%	40%	43%	53%

Gender Pay Gap 2019 - 2022



Bonus Gender Pay Gap 2019 - 2022



This improvement is also reflected in the bonus pay gap scores, with the mean decreasing from 59% to 20% and the median reducing to 14% from 40% in 2021.

Our Progress

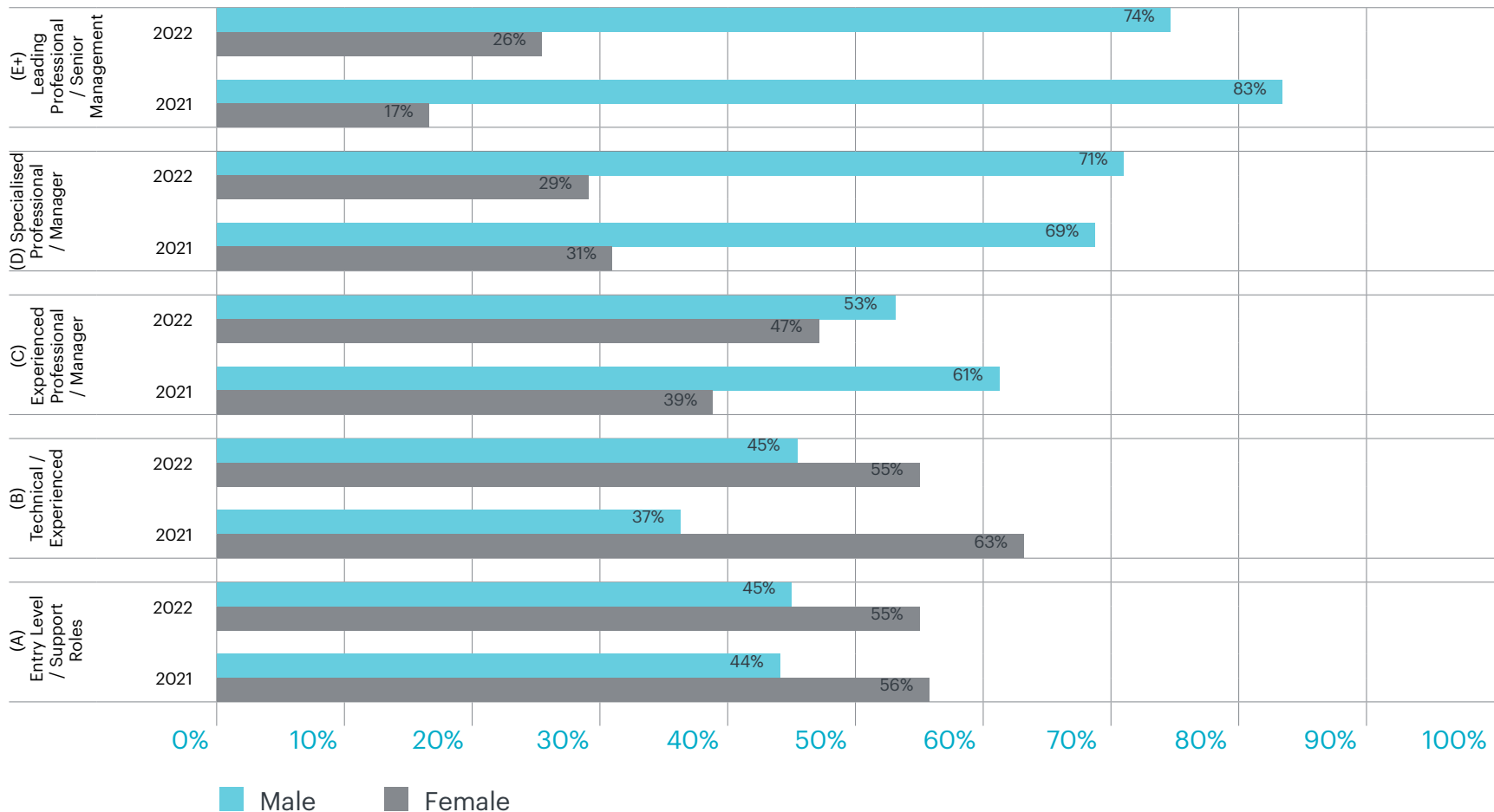
Reviewing the period between the 2021 and 2022 snapshot dates, we have identified several factors which have contributed to delivering an improvement in our gender pay gap in 2022.

Out of the total new employees who we welcomed to Pro in the year preceding the 2022 reporting period, 67% of those who joined at our two most senior levels were female. Furthermore, a lower percentage of female employees left Pro within the same period, 55% of the total leavers were male compared with 45% who were female. When reviewing leavers per job level, the number of male leavers exceeded female leavers across all our more senior levels.

As in previous years, we have continued to see a higher percentage of female employees receiving a promotion, with 56% of internal promotions made between the 2021 and 2022 reporting periods being awarded to female employees.

We recognise that we continue to have a higher proportion of male employees in senior leadership roles, where both salary and bonus are higher. However, while we still have work to do, we are encouraged to see that in 2022, the gap between male and female employees occupying these roles continues to decrease, with female employees making up 26% of our senior management level, compared with 17% in 2021 and 11% in 2020.

Male vs. Female Split by Job Level

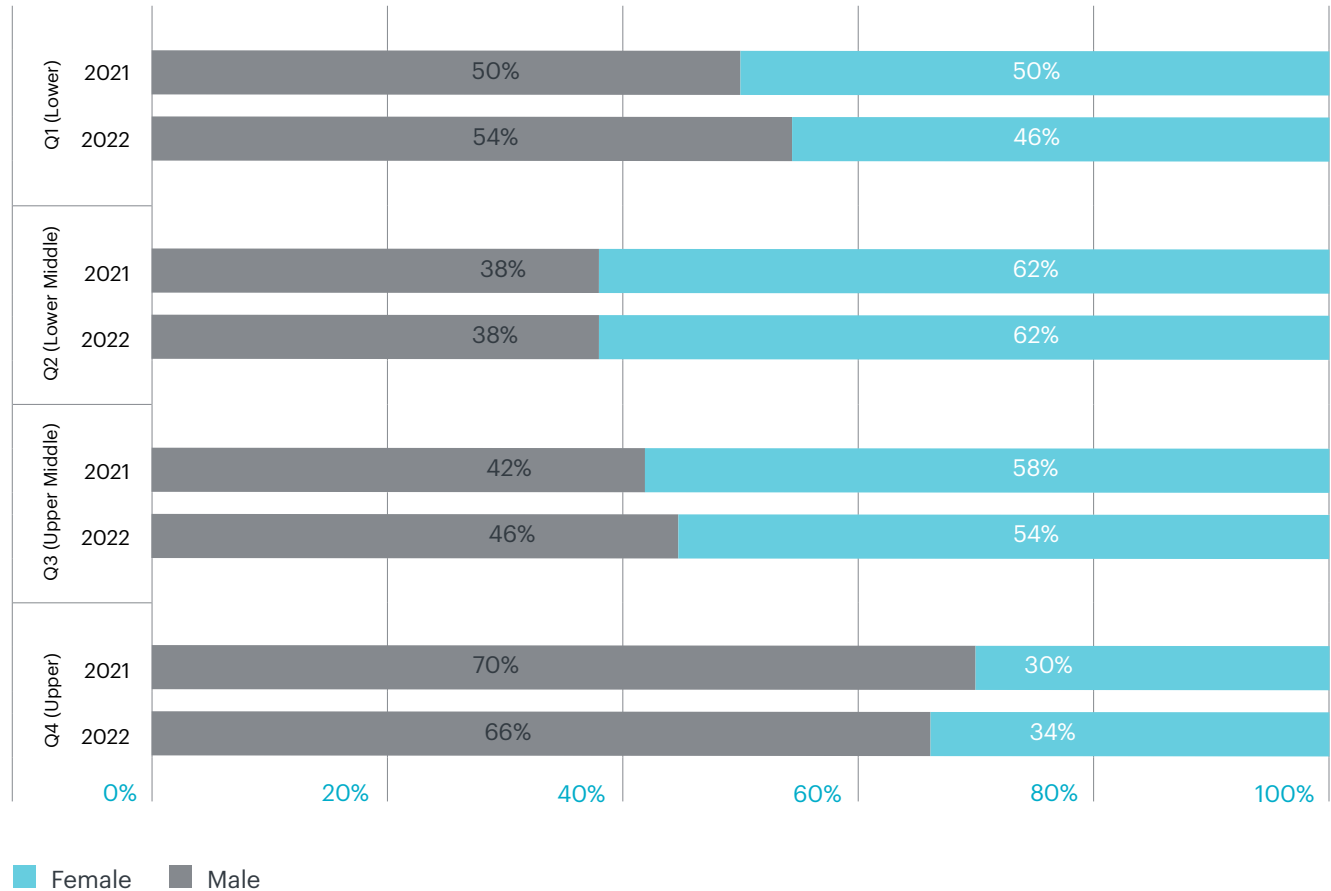


Pay Quartiles

The pay quartiles are calculated by ranking the hourly pay rate for all employees, both male and female, and dividing into four equal sections. The total percentage of male and female employees making up each quartile are then calculated.

Compared with the previous year, we have seen a decrease in the percentage of female employees within the lower quartile and an increase in the number of female employees in the upper quartile, which is movement in a positive direction. However, the upper quartile continues to be predominantly composed of male employees and the number of male employees has also increased within the upper middle quartile, suggesting there are still areas within which we could improve.

Pay Quartiles 2021 / 2022

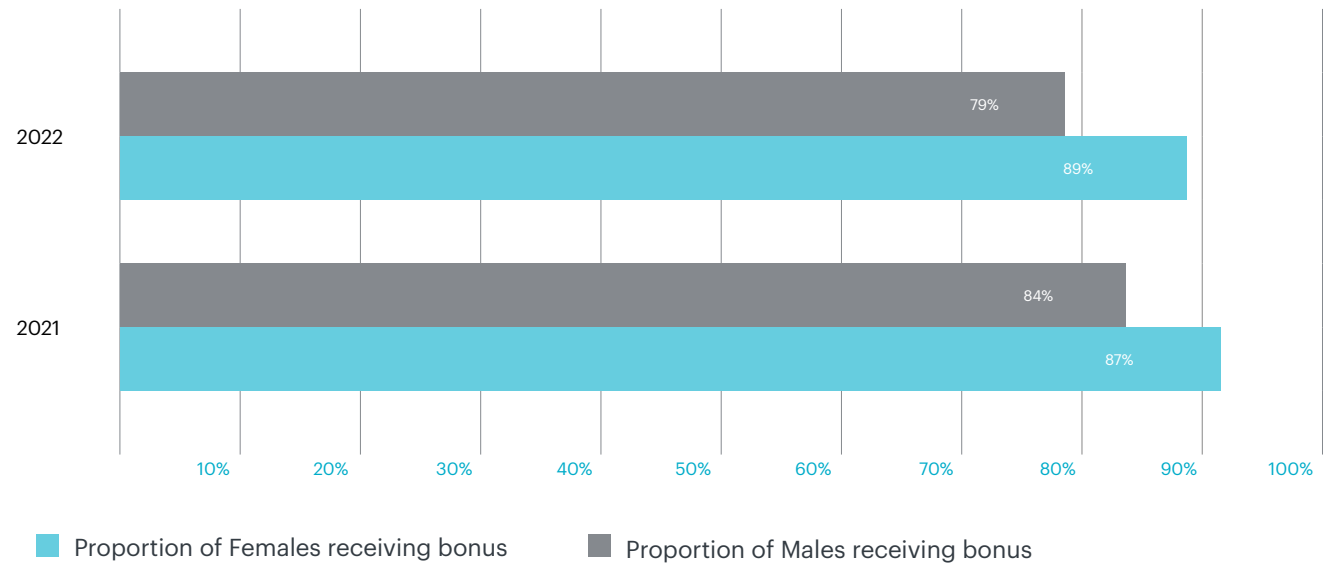


Bonus Pay Gap

In 2022, we continued to see a higher proportion of female employees receiving a bonus payment, increasing from 87% to 89%. Compared with 2021, a larger percentage of new starters in the bonus reporting period were male, who would therefore have been ineligible to receive the annual bonus due to their length of service. Furthermore, the distribution of bonuses applied in 2022 saw a smaller proportion allocated to those within the senior management level, which is predominantly male, compared with previous years. As a result, we have seen a sharp reduction in both the mean and median bonus pay gap data. If the bonus was allocated using the same method as in 2021, we would have expected the mean bonus pay gap to be closer to 45%, which would however still be an improvement on the 2021 score.

The bonus pay gap is calculated using the total bonus amount paid per employee and therefore will not distinguish where a bonus amount has been pro-rated to account for part-time working hours. In 2022, 80% of part time employees were female, which was an increase compared with 76% in 2021. The annual performance bonus awarded is a percentage of pro-rated salary and therefore this will be reflected in the bonus pay gap data.

Proportion of Male and Female Employees in Receipt of Bonus



What actions are we taking to reduce the Gender Pay Gap at Pro?

We have continued to work hard to attract, retain and develop more women (and indeed a more diverse employee population in general) at all levels of the business, facilitating a natural talent and succession pipeline across the group.

In late 2021, we refreshed and relaunched our Pro Values, which give full consideration to our Diversity and Inclusion agenda. These Values have been embedded within a number of our people processes including our performance management practices. This has been reinforced with the launch of our recognition scheme, Pro Stars, which rewards the demonstration of our Values.

During 2022 we also launched a clear and transparent career framework within our Insurance Services division within the UK and US, enabling individuals to manage their careers through building blocks of competence. This framework will be expanded to give visibility of career pathways across more areas of the business during 2023.

We have also introduced hybrid working arrangements to facilitate flexibility and refreshed our communication channels using a more diverse range of media, such as Slido and video Q&As, recognising people receive information in different ways. We have just launched our employee-focused online magazine, Pro People, which is specifically designed to give some insight into our people and teams around the group and improve our social connectivity.

We are currently undertaking a review of our suite of family friendly and career break policies, recognising that enhanced benefits in this space enables us to attract and retain valuable, skilled and diverse resource.

We have continued to develop our managers through a dedicated Pro level 3 management qualification and mental health awareness training. During 2023 we plan to appoint and train specific Mental Health First Aiders and introduce Inclusion Allies across the business. We continue to offer menopause advice and support in partnership with our medical benefit provider.



Operations Leadership Team- Case Study

Through a combination of recruitment and the development of our own talent the number of females in leadership positions has shown a marked improvement

This is no better exemplified than in our Operations team where in 2022 six of the eight Leadership roles were occupied by females.

While the COO and Facilities Manager are male, females occupy the key roles of Head of US Operations, Head of UK Operations, Head of Operational Performance, Head of Consulting, Head of IT and the Head of Project Portfolio Management positions.

Chris Everson COO said *“We have developed a great Operations team achieved through creating a more welcoming and inclusive culture. While we did not set out to just focus on females - after all we want the best person for the job regardless of gender - it is a particularly pleasing and positive outcome of the environment and culture we are developing that 75% of my senior team are female.”*

Louisa Pavis **(Head of Consulting)**

“It’s just common sense that people should expect to receive equal pay for equal work. And there is clear evidence that successful companies promote, foster and evolve their working environment to adapt to the changing needs of all their people so they can be at their best. Here at Pro we are using the gender pay gap as one tool to help us understand our position and drive action so we keep progressing towards our goals of mitigating biases, closing gaps where they exist, and embracing our collective diversity.

We believe it is this diversity which fuels our success, in turn fuelling success for our clients. It makes us better problem solvers, more agile, innovative and resilient. Pro will not stop trying to change things until everyone feels included and equally valued for the contribution they give.”

Hannah Brambani **(Head of Operational Performance)**

“I have a personal interest in making our industry truly diverse and inclusive and not a tick-box exercise - and I am extremely lucky to work in a business that allows each person to bring their whole self to work and truly values diverse perspectives.

Companies that are successful in promoting and fostering diversity are those that have this issue at the core of their culture and I am proud to championing this work at Pro as we help to shape not only our own business but also the wider industry for the future.”

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